XVII. SOCIAL/LEISURE/RECREATIONAL SERVICES FOR OLDER AND DISABLED ADULTS

Primary Providers of Social/Leisure/Recreational Activities:

_____

Primary Funding Sources by Provider:

_____

Total Funding Last Fiscal Year by Provider:

_____

Consumers or Units Served Last Fiscal Year by Provider:

_____

Cost per Unit (e.g., per class, per person) by Provider:

_____

A. EXISTENCE Are these services available to older and disabled adults in your community?		
1. Does your community have a senior center?	Yes	No
2. Does your community have specialized Social/Leisure/Recreational services geared towards the interests of younger disabled adults	Yes	No
3. Does your community have a Shepherd's Center?	Yes	No
4. Does your community have volunteer or faith-based Social/Leisure/Recreational programs?	Yes	No
5. Does your community have programs within the Parks and Recreation Department that are specialized for the interests and needs of older and disabled adults?	Yes	No
6. Does your community have support groups for issues important to the older and disabled adults in your community (e.g. grandparents raising grandchildren, people with chronically or terminally ill spouses, various medical conditions, vision or hearing loss, retirees who just moved to the area, caregiver support?)	Yes	No

7. Does your community participate in Senior Games?	Yes	No
8. Does your community have physical recreation programs for older and disabled adults with medical conditions (e.g. exercise classes for participants with specialized heart, lung, or joint conditions, wheelchair sports leagues, water exercise classes)?	Yes	No
9. Does your community offer private Social/Leisure/Recreational activities for older and disabled adults?	Yes	No
10. Does your community have a Foster Grandparent Program, Retired and Senior Volunteer Program, Senior Companion Program, Senior Education Corp, Senior Core of Volunteer Executives, and/or a VISTA program?	Yes	No
11. Does your community have a volunteer coordination agency/center?	Yes	No
Overall Existence Rating	**1 2 3 4 5**	

B. ADEQUACY Are these services in sufficient supply for those who need it?	
1. Is there an unmet need for Social/Leisure/Recreational programs/services in your community? (How are unmet needs determined? Are there areas in your community that are not served by existing programs or that are insufficiently served? Why do these areas lack coverage? In addition to waiting lists and identifying unserved areas, are there any other indicators that there are/aren't enough services in your community? Are there programs that are consistently requested but are currently unavailable?)	Yes No
2. To what degree are programs/services offered in the evening and night? (Which Social/Leisure/Recreational programs/services are offered in the evenings or at night? What are the days and hours of evening/night services? Which programs/services are not offered in the evenings or at night? Why not? Has there been demand for evening or night services? Under what conditions are evening/night services cancelled/delayed? Is transportation available to programs/services in the evenings or at night? If so, by which agency/provider?)	1 2 3 4 5
3. To what degree are programs/services offered on weekends? (Which Social/Leisure/Recreational programs/services are offered on the weekends? What are the days and hours of weekend programs/services? Which are not? Why not? Has there been demand for weekend programs/services? Under what conditions are weekend services cancelled or delayed? Is transportation available to programs/services offered on weekends? If so, by which agency/provider?)	1 2 3 4 5
4. To what degree is there sufficient funding in your community to provide Social/Leisure/Recreational services to all who need it? (What are the funding sources for services? How many people receive services each year, by program? How many times per year do people use the services on average? Do providers feel that funding is a barrier to providing the service? Do consumers or providers report any other barriers to providing an adequate supply of Social/Leisure/Recreational services? Are waiting lists kept for	1 2 3 4 5

Social/Leisure/Recreational activities? If so, how long is the expected wait per program?	
5. How varied are the types of services/programs/activities offered in your community? (How varied are the types of Social/Leisure/Recreational services offered in your community? Are there sufficient activities/programs related to the arts? Educational opportunities? Physical recreation? Social opportunities? Fun and Games? Travel opportunities? Hobby exploration? Volunteer opportunities? What activities/programs/services have participants and others requested be developed over the past five years? Have they been developed? If not, why not?)	1 2 3 4 5
6. To what extent can the providers in your community accommodate the service requests of all people requesting services? (Do people ask for programs or services that are not available? If so, what services? Why are they unavailable)	1 2 3 4 5
Overall Adequacy Rating	**1 2 3 4 5**

C. ACCESSIBILITY					
How obtainable are these services for those most in need?					
1. To what extent are services available to assist older and disabled adults in getting to Social/Leisure/Recreational activities? (Are facilities located on public transportation routes? Do agencies provide transportation to their programs/activities? If not, is other transportation available? What % of participants rely on public transportation to access services?)	1	2	3	4	5
2. How sufficient is the number of Social/Leisure/Recreational facilities in your community? (How many facilities does your community have that offer Social/Leisure/Recreational activities and programs? Where are they located? Are there any areas of your community that are more than 15 miles away from a facility?)	1	2	3	4	5
3. To what degree are can older and disabled adults with special needs utilize the programs/activities in your community? (What accommodations can be made for people with special such as like Alzheimer's disease, physical impairments, or mentally disabilities? Are all facilities offering Social/Leisure/Recreational services handicap-accessible? Is assistive technology available for participants with hearing or visual impairments?)	1	2	3	4	5
4. To what extent do citizens know who to call for information about Social/Leisure/Recreational services within your community? (What types of public information, outreach, and other informational programs are offered to the general public, caregivers, etc.? What % of participants are self-referred? Are public communications and outreach activities consumer-friendly? What is the average reading level of materials? Are materials printed in languages other than English? Do materials come in large print and/or Braille?)	1	2	3	4	5
5. How affordable are Social/Leisure/Recreational services? (How much does each program/service/activity cost? Which programs/services/activities are paid for with public funds? How much money was generated by each program/service/activity last year? How many people were turned away from participating last	1	2	3	4	5

year because of an inability to pay? Do providers offer subsidized programs or sliding scale fees based on income for those unable to pay to participate?)	
Overall Accessibility Rating	**1 2 3 4 5**

D. EFFICIENCY AND DUPLICATION OF SERVICES How reasonable are the costs of services? Are options for streamlining services available in the community?	
1. To what extent are all the Social/Leisure/Recreational service providers in your community's system part of a coordinated system? (How is planning and service delivery for Social/Leisure/Recreational services coordinated in your community? Is there a lead agency that brokers services or subcontracts with other providers? Are there any services/programs/classes that are offered by more than one provider? If so, is there a logical reason?)	1 2 3 4 5
2. How reasonable is the cost per class/program/activity? (What is the cost per class/program/activity? Do all individuals receiving similar services get charged the same rate? If not, why not? What % of providers' budgets is used for administrative costs? How reasonable are the administrative costs for providing services in your community?)	1 2 3 4 5
3. How successful have providers and/or funders been in taking steps to streamline services? (Have any programs or activities been restructured, consolidated, eliminated, or merged over the past five years in order to increase efficiency? If so, were the results positive for participants and providers?)	1 2 3 4 5
Overall Efficiency and Duplication Rating	**1 2 3 4 5**

E. EQUITY					
How available are these services to all who need them without bias?					
1. To what extent are Social/Leisure/Recreational services available to all geographic areas in your community? (List any areas of your community that do not have Social/Leisure/Recreational activities. Why are these areas uncovered? What are the characteristics of neighborhoods without service (e.g. socioeconomic status, age concentrations, population density, etc)? How adequate are the agency procedures for determining when and how to offer new or additional programs?)	1	2	3	4	5
2. To what degree are services available to all populations in your community? (Does the community planning process for Social/Leisure/Recreational activities involve consumers? Is there a plan to describe any special needs that should be addressed? What are the demographic characteristics of participants under each funding source? How do participant characteristics (%) compare to the characteristics of our community's general older and disabled adult population?)	1	2	3	4	5
3. Are there sufficient amounts and types of services/programs/activities in which persons with limited means can participate? (Are there any services/programs/activities in your community for which financial assistance is not available? Why is there no available assistance? How many people have inquired as to the service/program/activity but were unable to participate because of financial concerns? Are there services/programs/activities in which the waitlist for participating is longer for those who need financial assistance than for those who are able to pay privately?)	1	2	3	4	5
Overall Equity Rating	**1**	**2**	**3**	**4**	**5**

F. QUALITY/EFFECTIVENESS					
How successful are these services in addressing consumers' needs?					
1. If your community has a Senior Center, has it gone through the NC Senior Center Certification Process? (Was the Senior Center designated as a Center of Merit or Center of Excellence? In which areas of the certification process did the Senior Center excel? What aspects could the Senior Center improve upon?)	Yes			No	
2. If your community has a Senior Center, has it gone through the national NISC accreditation process?	Yes			No	
3. To what extent are the operations and planning of the Social/Leisure/Recreational service providers influenced by people other than the providers' Directors and staff members (such as an Advisory Board, governing body, etc.)? (Which providers utilize planning bodies such as Advisory Boards or governing bodies? Who makes-up the boards/bodies? What % of the members are consumers? How often do the boards/bodies meet? What are the responsibilities of the boards/bodies? What role do consumers have on the board/body?)	1	2	3	4	5
4. To what extent do providers survey participants to determine satisfaction with services/activities/programs, schedules, service gaps, etc.? (Have participants been surveyed in the past 5 years? If so, what process was used? What were the major findings?)	1	2	3	4	5
5. To what extent do the providers act on participants' feedback? (What policy and/or programmatic changes have been made in the past 5 years as a direct result of participants' feedback?)	1	2	3	4	5
6. How effective are the providers in your community in accommodating diverse demands for services? (How do providers determine what new services/programs to develop? Are service providers (who serve more than one population) able to adequately combine and address the interests of both older adults and younger disabled adults? How?)	1	2	3	4	5
7. How sufficient is the complaint resolution process?	1	2	3	4	5

(What is the complaint resolution process? How are participants made aware of the complaint resolution process? Can participants appeal to a higher entity if they do not like the results? How many complaints were documented last year? What was the nature of those complaints? What % of complaints were rectified last year?)	
8. To what extent are participant complaints considered during planning, program development, or quality improvement efforts? (What policy or programmatic changes have been made in the past 5 years as a direct result of participant complaints?)	1 2 3 4 5
9. Do any funders regularly monitor the Social/Leisure/Recreational providers? (Who monitors these programs? When were they last monitored? What was covered during monitoring? If any issues were found during monitoring, were they addressed sufficiently?)	Yes No
10. How adequate is the training for staff in communicating and working with older adult or disabled consumers? (Have staff been trained to be familiar with the needs of older and disabled adults? Is training mandatory? If not, is it available? What does the training program involve? What % of staff has been trained?)	1 2 3 4 5
11. To what extent do providers regularly communicate unmet needs to county commissioners, planning bodies, and other agencies? (Are providers involved in county or agency planning?)	1 2 3 4 5
Overall Quality/Effectiveness Rating	**1 2 3 4 5**

Recap of Overall Social/Leisure/Recreational Ratings	
Existence	1 2 3 4 5
Adequacy	1 2 3 4 5
Accessibility	1 2 3 4 5
Efficiency and Duplication	1 2 3 4 5
Equity	1 2 3 4 5
Quality/ Effectiveness	1 2 3 4 5

Social/Leisure/Recreational Services' Major Strengths:

Identified Barriers and Areas for Improvement: